DOCUMENT RESUME

ED 264 375 CE 042 728

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TITLE Crossword Puzzles and Conversation: An Approach to Teaching Pre-Employment and On-the-Job Communication Skills to Adult (Refugee) ESL Students. Special Experimental Demonstration Project--Adult Education.
INSTITUTION Wenatchee Valley Coll., Wenatchee, Wash.
SPONS AGENCY Washington State Office of the State Superintendent of Public Instruction, Olympia. Div. of Adult Education and Community Schools.
PUB DATE 84
NOTE 65p.
PUB TYPE Guides - Classroom Use - Guides (For Teachers) (052)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Adult Basic Education; Communication Skills; *Communicative Competence (Languages); *Conversational Language Courses; Employment Interviews; *English (Second Language); Equipment Utilization; Fringe Benefits; Job Application; Occupational Safety and Health; Puzzles; Refugees; Scheduling; *Second Language Instruction; Vocabulary Development; Vocational Adjustment; *Vocational English (Second Language); Wages; Work Environment; Working Hours
IDENTIFIERS 310 Project; *Crossword Puzzles

ABSTRACT

This curriculum guide is intended to help high school and adult refugees master the preemployment and on-the-job English as a Second Language (ESL) communication skills that are essential to survival in the workplace. The following topics are covered in the individual lessons: job application, occupations and duties, help wanted ads, job application forms, job interviews, rules and policies at work, work schedules, tools and equipment, and job safety, and payroll deductions and job benefits. Each section contains an introductory page, a set of conversations, vocabulary lists, a crossword puzzle, and crossword puzzle clues. A set of crossword puzzle answer keys and a bibliography are also provided. (MN)

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Public Law 91-230, as amended through November 1, 1978
Section 310 (1) (A) and (B)

Fiscal Year 1984

ED264375

CROSSWORD PUZZLES AND CONVERSATION: AN APPROACH TO TEACHING PRE-EMPLOYMENT AND ON-THE-JOB COMMUNICATION SKILLS TO ADULT (REFUGEE) ESL STUDENTS

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Abstract

The overall goal of this project is to provide the student with a diverse and enjoyable approach to learning and improving pre-employment and on-the-job communication skills. Emphasis will be placed on both oral/aural and functional literacy skills which are essential for communication and survival in the working environment.

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INTRODUCTION

The purpose of this binder is to provide the advanced beginning to intermediate English as a Second Language refugee student with a diverse and enjoyable approach to learning pre-employment and on-the-job communication skills. Emphasis is placed on the oral/aural and functional literacy skills essential for communication and survival in the working environment. The binder may be used by instructors, instructional technicians and tutors who work with refugee students as a supplement to and reinforcement for the benchmarks in the ESL Master Plan. It will help the student to master these objectives and become more employable.

Use of this binder will provide students with the opportunity to:

1. Increase and strengthen their job related vocabulary
2. Improve their reading, writing and spelling skills
3. Increase their oral/aural skills.
4. Improve their job seeking skills, including how and where to look for a job, fill out a job application form and learn how to act at a job interview.
5. Learn about the American work environment, roles of the employer and employee, and how to act appropriately on the job.
6. Communicate better with their employers and/or fellow workers, easing the tension created by insufficient communication skills.

HOW TO USE THIS BINDER

This binder can be used as a supplement to any pre-employment or on-the-job ESL program for refugee students. It is targeted at adult and high school students at the advanced beginning to intermediate levels.

There are eleven sections, which may be used in the order shown, or in any order which meets the specific needs of students. These sections include: 1) Applying for a Job 2) Occupations and Duties 3) Help-Wanted Ads, 4) Job Application Forms 5) Job Interviews 6) Rules and Policies at Work 7) Work Schedules 8) Tools and Equipment 9) Job Safety 10) Getting Along at Work and 11) Payroll Deductions and Job Benefits

Each section contains an introductory page, a set of conversations, vocabulary lists, a crossword puzzle and crossword puzzle clues. Each of these components has a specific purpose.

The introductory page gives the student basic information on each of the work-related topics, providing background for the material to be covered in each section. It can be useful to students completing the crossword puzzle.

Each conversation is centered around pre-employment or on-the-job situations. Some are informal conversations, i.e. between a student and a friend who are discussing job opportunities. Other roles presented in the conversations include applicant, receptionist, employer, employee, boss or supervisor and manager. Participating in these conversations will help to increase the students' awareness of appropriate speech and behavior in specific circumstances, from asking for a job application to accepting an order from the boss.

The vocabulary page consists of two parts: 1) a list of words to assist the student in completing the crossword puzzle exercise; and 2) a list of additional vocabulary words for further practice and study. The first list of words is specific to each of the topics on pre-employment and on-the-job situations. Repetition of this vocabulary throughout the booklet provides reinforcement and practice. The second list consists of words which are found in the introductory page and conversations. The vocabulary page may be used as a reference by those students who have difficulty in finding the answers to crossword puzzles by themselves.

The crossword puzzle may be done by pairs or groups of students, or a classroom exercise, or by each student on an individual basis. The crossword puzzles and clues focus specifically on the vocabulary and definitions introduced in each of the above sections. Most of the clues are in "Fill in the blank." form. Clues in the form of questions, one-word or phrase definitions, and synonyms are also used. Brief directions are given for each puzzle; further explanation may be given if the refugee student(s) are not familiar with crossword puzzles.

Finally, there are answer keys for each of the crossword puzzles. These may be used for individual student correction, or may be made into overhead transparencies.

Final Note With regard to the sections on pre-employment, the teacher may refer to the booklet, "Pre-Employment Inquiries and Screening" by the Washington State Human Rights Commission. The booklet deals with hiring practices and rights of the applicant and employee in relation to his/her employment. To obtain the booklet, contact one of the following branch offices of the Human Rights Commission.

Pasco - (509 545 2379
425 W. Lewis, Suite B
Pasco, Washington 99301

Seattle - (206 464-6500
1601 Second Avenue Building
Seattle, Washington 98101

Spokane
1004 Paulsen Building
Spokane, Washington 99201

APPLYING FOR A JOB

Before you apply for a job, it is good to know some things about yourself. You should know what you can do (your skills) and what you like to do (your interests). This will help you to decide what kind of job to apply for. It is not easy to get a job and you will have to work hard to find one. Many other people are looking for jobs too. At first, you might need to take a job that you don't like. Even if you don't like your job, it is important to do your best.

Some jobs require work experience and/or training. If you don't have any training you can go to a trade school or a job training center to learn new skills. Other jobs don't require work experience or job training; you can learn while you work. This is called on-the-job training.

There are different ways that you can apply for a job. One way is to look in the help-wanted ads in the classified ads section of the newspaper. To answer a help-wanted ad you might 1) apply in person 2) call on the telephone, or 3) write a letter of application and send a resume'. The ad will usually tell you how to apply. It is important to apply as soon as you can, because many people are looking for jobs and if you wait too long to answer an ad, someone else might get the job before you do.

Another way to apply for a job is to go to your state employment agency. (Job Service) There you can speak with a counselor who can help you find a job. You can also look at the help-wanted ads on the bulletin boards. Sometimes other people know about job openings. You can talk to your teacher, your sponsor, relatives and friends; they can give you ideas about where you can apply for a job.

One more way is to look for a help-wanted sign in a store window. You can go in and tell the employer that you are looking for a job and that you would like to apply. At some places, there may not be any job openings. But you can still fill out an application form and it can be put on file. In that case, you should check back with the employer in a couple of weeks to see if there are any openings.

Remember, when you apply for a job, you should be polite and friendly and have a good appearance. Try to make a good impression on the employer. He'll try to choose the best person for the job. Maybe it will be you!

CONVERSATIONS

Applying for a Job

Conversation 1. HOW TO LOOK FOR A JOB

Student: I need a job. How can I find a job?

Friend: You can look in the help-wanted ads in the "classified ads" section of the newspaper. You can also talk to your teacher, your sponsor, or your other friends. They might know about jobs that aren't advertised in the newspaper. Another way to find a job is to go to the state employment agency and a counselor can help you to find a job. There are help-wanted ads there, too.

Student: Thank you. I will start looking right away.

Friend: You're welcome. Good Luck.

Conversation 2. AT THE STATE EMPLOYMENT AGENCY

Receptionist: May I help you?

Student: Yes. I'm looking for a job. I would like to talk to a job counselor.

Receptionist: Complete this personal data card and have a seat. I'll call your name when a counselor is ready to see you.

Student: Thank you.

Conversation 3. TALKING TO A JOB COUNSELOR

Counselor: What are your skills?

Student: I can fix cars, change tires, and wash windows.

Counselor: Do you like to work with customers?

Student: Yes, I do. (No, I don't)

Counselor: Do you prefer to work indoors or outdoors?

Student: I prefer to work outdoors.

Counselor: Let me see..... There's a job opening for a service station attendant. I'll give the employer a call to see if the position is still open.

Student: Thank you.

APPLYING FOR A JOB

Vocabulary

ad
boss
case
job training center
certificate
clerical work
complete
counselor
customers
diploma
do
duties
experience
hire
indoors
interests
like
Miss
Mr.
Mr.
name
newspaper
out
outdoors
personnel
references
resume
school
job service
sign
skills
telephone
thank you
job training

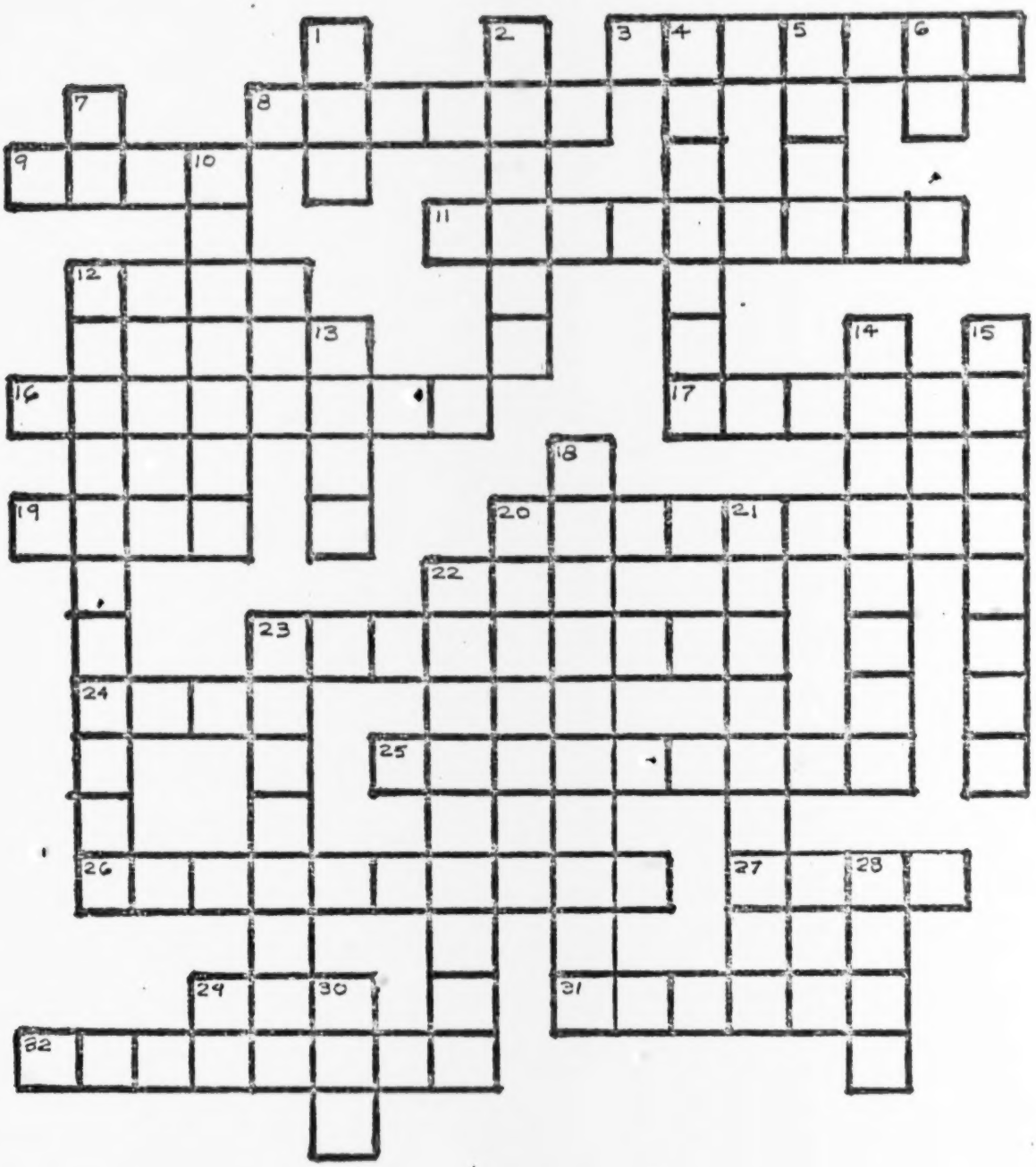
Additional vocabulary and phrases:

advertisement
agency
applicant
classified ads
employment
Good luck.
personal data card
prefer
relatives
section
title

CROSSWORD PUZZLE

Applying For a Job

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



APPLYING FOR A JOB

Crossword Puzzle Clues

ACROSS

3. When you graduate from high school you get a _____.
8. Some _____ of a gardener are cutting and watering the grass and growing flowers.
9. another word for supervisor
11. people who buy something
12. Before you start work in the morning you put your time _____ in the time clock.
16. If you want to learn a skill for a job, you should take job _____.
17. To get some kinds of jobs you must have a high _____ diploma.
19. To employ or give someone a job
20. The classified ads are in the _____ .
23. You can go and talk to a job _____ if you need advice and help to find a job.
24. In _____ of an emergency your boss can call a close relative.
25. One way to answer a help-wanted ad is to call on the _____.
26. When you apply for a job, the employer will ask you if you have any work _____.
27. Her _____ is Ann.
31. Before you look for a job, you should know what your _____ and interests are.
32. If you like outdoor jobs, you like to work _____.

DOWN

1. He filled _____ the application.
2. a summary of your work experience, education, and interests.
4. If you like indoor jobs, you like to work _____.
5. I _____ to read and sew.
6. The title for a single or married man is _____.
7. What _____ you do?
10. A state employment agency is sometimes called Job _____.
12. If you graduate from a trade school you will get a _____.
13. If you are looking for a job, you can look for a _____ in a window.
14. another word for finish
15. Typing and filing are _____ jobs.
18. people that know an applicant well, whom the employer will call to find out if the applicant is a good worker
21. Sometimes when you apply for a job you go to a _____ office.
22. He likes fishing and golf. His _____ are fishing and golf.
23. You can go to a job training _____ to learn a skill.
28. The title for an unmarried woman is _____.
29. the short form for advertisement
30. Thank _____.

OCCUPATIONS AND DUTIES

There are many different kinds of occupations. Some of these are: baker, doctor, factory worker, farmer, gardener, mechanic, and truck driver. Each of these occupations require certain skills. If you don't have any training or work experience, then you must go to school to learn these skills. Sometimes you do not need training or work experience and you can get on-the-job training.

To qualify for some jobs you must know English very well, and for other jobs you need to know only a little English. If you know little English, you might have to take a job that is not like the job that you had in your native country. It is important to practice and study English so that you can improve your language skills. This will help you do better in your job and it will help you to get employment if you look for a different job in the future. But remember, if you quit your job after you have been there a short time, you should have a good reason. If you don't stay at one job very long and don't have a good reason for leaving, your next employer might not think that you are a dependable worker.

Each job has different duties. For example, a baker's duties are baking bread and pastries and decorating cakes. The duties of a gardener might include growing flowers and cutting and watering the grass. Before you apply for a position, you will want to find out what the duties are. You will also want to know what your skills and interests are. Then you can apply for the job that is best for you.

CONVERSATIONS

Occupations and Duties

Conversation 1. TALKING TO OTHER PEOPLE ABOUT JOB OPENINGS

John: What was your occupation in your native country?

Khun: I was an auto mechanic.

John: Do you have a job now?

Khun: No, I don't. But I'm looking for one. Do you know about any job openings?

John: Hmmmm... I know about an opening for an auto mechanic at Johnson Motors. You should go there and apply. But, do it as soon as possible or someone else might get the job.

Khun: Thanks. I'll go down to apply right now.

Conversation 2. JOB DUTIES

Student: I need a job.

Counselor: What kind of work are you looking for?

Student: I'm looking for a job as a carpenter

Counselor: I'm sorry, but there aren't any openings for a carpenter right now. But there is an opening for a kitchen helper.

Student: What are the duties of a kitchen helper?

Counselor: (They are) cleaning and peeling vegetables, washing dishes and cleaning the kitchen.

Student: I don't have any experience as a kitchen helper

Counselor: That's no problem. No experience is necessary for this job.

Student: That sounds good. I would like to apply for the position.

OCCUPATIONS AND DUTIES

Vocabulary

artist
babysitter
baker
barber
butcher
carpenter
clerk
dishwasher
Dr. (doctor)
driver
electrician
farmer
gardener
housekeeper
housewife
kitchen helper
lawyer
mechanic
minister
motel-maid
nurse
tailor
teacher
waiter

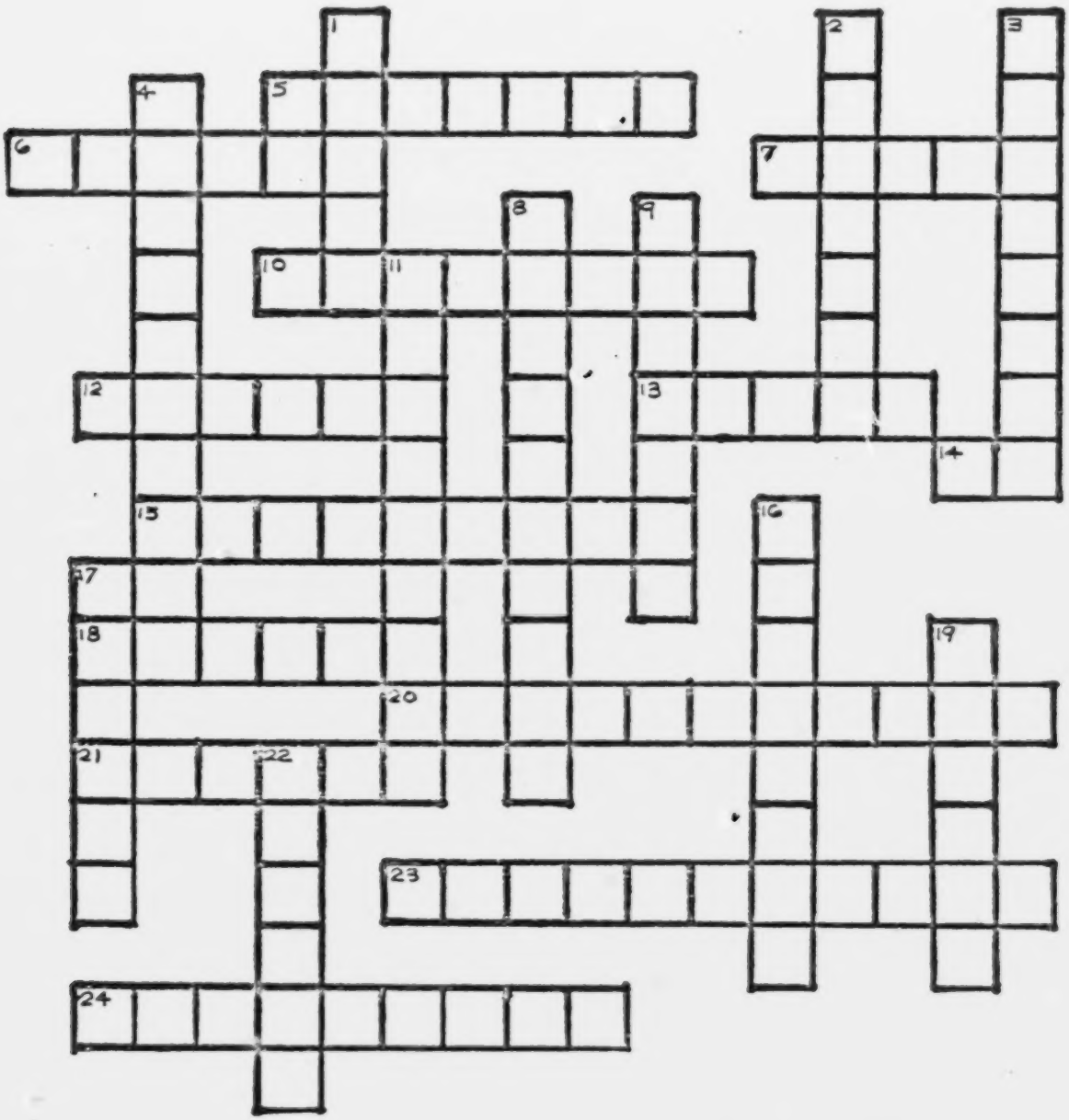
Additional vocabulary and phrases:

to clean appliances
to clean motel rooms
to collect money
to correct papers
to counsel people
to cut and water grass
to do light housekeeping
to draw pictures
to drive a bus
to dust
to give advice and defend clients
to give medication
to give sermons
to take care of children
to grow crops
to help the cook
to help customers
to make and repair clothing
to make and repair furniture
to mop the floor
to mow the lawn
to paint pictures
to peel and wash vegetables
to prepare and sell meat
to repair (fix) cars
to repair lights
to take care of patients
to take orders
to take phone messages
to teach students
to vacuum
to wait on tables
to wash the dishes

CROSSWORD PUZZLE

Occupations and Duties

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the clues to the numbers of the puzzle.



OCCUPATIONS AND DUTIES

Crossword Puzzle Clues

ACROSS

5. A _____ prepares and sells meat.
6. A bus _____ drives a bus.
7. A _____ makes cookies, pies, and cakes.
10. An auto _____ repairs cars.
12. A _____ gives shaves and cuts hair.
13. A _____ collects money and helps customers.
14. the abbreviation for doctor
15. A _____ cleans, cooks, and takes care of the family at home.
18. An _____ paints pictures.
20. An _____ repairs lights.
21. A _____ makes and repairs clothing.
23. A _____ vacuums, mops the floor, dusts, and cleans appliances.
24. A _____ cleans motel rooms.

DOWN

1. A _____ takes care of patients and gives medication.
2. A _____ teaches students, corrects papers and gives tests.
3. A _____ cuts and waters the grass and grows flowers.
4. A _____ washes the dishes, cleans pots and pans, and mops the floor.
8. A _____ takes care of children, does light housekeeping, and takes phone messages.
9. A _____ helper peels and washes vegetables, cleans the kitchen, and helps the cook.
11. A _____ makes and repairs furniture.
16. A _____ counsels people and gives sermons.
17. A _____ waits on tables and collects money.
19. A _____ grows crops
22. A _____ gives advice and defends clients in court.

HELP-WANTED ADS

Help-wanted ads are advertisements about job openings. You can find them in the classified ads section of the newspaper. There are other help-wanted ads (job announcements) besides those in the newspaper. These ads can be found at your school, job training centers, or at your state employment agency.

If you look in the classified ads section of your newspaper, you will see work-wanted ads and help-wanted ads. The work-wanted ads are put in the newspaper by people who are looking for employment. Employers who are looking for workers put help-wanted ads in the newspaper. These ads are usually in alphabetical order.

There are three ways to answer an ad. You can apply in person, call on the telephone, or write a letter of application and send a resume'. The ad will usually tell you how to apply. It will also tell you the job title (name of the job), the duties, the requirements and the salary.

When you answer an ad in person, tell the receptionist or the manager which position you are applying for. Also, say where and when you saw the job advertisement. The receptionist (or the manager) will give you an application form. You may either fill it out there or you may take it home, complete it, and return it the next day. Always remember to be polite; making a good appearance is also important when you apply for a job.

If you call about an ad, the first thing to say is what job you are applying for, and how you heard about it. Tell the receptionist the name and the date of the newspaper where you read about the job opening. It is not necessary to give personal information such as your name or address when you call. You can do this when you fill out an application. You may be asked if you have any work experience. Be prepared to answer this question. Know when you had your last job, how long you worked there, and the duties that you had.

If you send a letter of application, you may also want to send a resume'. If you need help in writing the letter or resume', you may ask a sponsor, teacher, or friend to help you.

Now that you know about help-wanted ads, the next step is to fill out the job application form and go to the job interview. We will learn more about this in the next section.

CONVERSATIONS

Help-Wanted Ads

Conversation 1. LOOKING AT THE HELP-WANTED ADS IN THE NEWSPAPER

Bob: Look, Steve. Here's an ad for an apple thinner. The pay is $4.00 an hour. It says you can start immediately, but you must have experience.

Steve: That's no problem. I have two years experience. Does it have an address?

Bob: No. But it does give a telephone number. It is 662-3410. It says to call after 6:00 p.m.

Steve: Great! I'll call this evening.

Conversation 2. ANSWERING A HELP-WANTED AD

Receptionist: Pacific Clothing Factory.. May I help you?

Caller: Hello. I'm calling about the ad for a dressmaker in yesterday's Wenatchee World.

Receptionist: I'm sorry. The position has already been filled.

Caller: Well, thank you anyway.

Receptionist: Thank you for calling. Good-bye.

Caller: Good-bye.

Conversation 3. YOUR WORK EXPERIENCE

Caller: I'm calling about the ad for a janitor in this afternoon's Seattle Times.

Employer: Do you have any experience as a janitor?

Caller: Yes, I have two years experience.

Employer: Can you come in for an interview today?

Caller: Yes. I can.

Employer: How about this afternoon at 3:00?

Caller: That would be fine. What is your address?

Employer: It's 5378 Mulberry Lane.

Caller: Thank you very much. I'll be there at 3:00.

Employer: You're welcome. Good-bye.

Caller: Good-bye.

HELP-WANTED ADS

Vocabulary

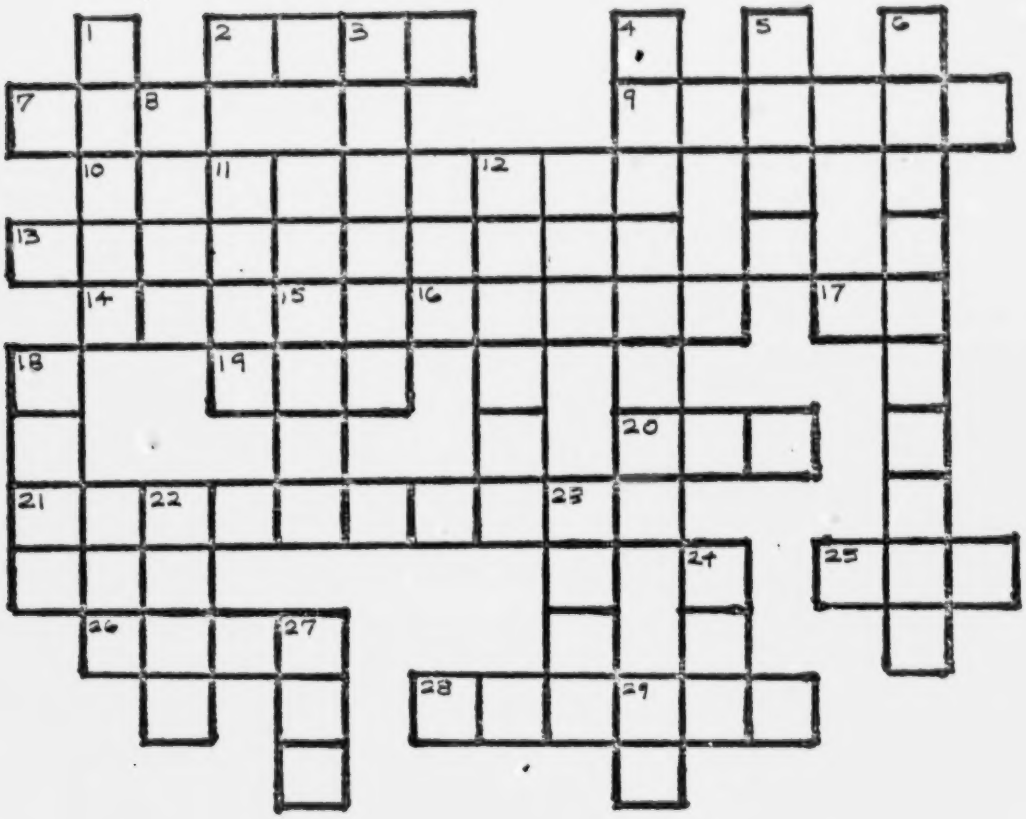
ad
answer
appt.
asst.
be
call
car
E.O.E.
experience
f.t.
help
high school
hour
hr.
job
mgr.
month
nec.
newspaper
pay
part-time
person
pref.
references
salary
wage(s)
week
week
year

Additional vocabulary and phrases:

abbreviation
application
apply
appointment
employer
Equal Opportunity Employer
experience
to fill a position.
immediately
receptionist
resume'
right across from
Thank you anyway.
That's no problem.
That would be fine.

CROSSWORD PUZZLE
HELP-WANTED ADS

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



HELP-WANTED ADS

Crossword Puzzle Clues

ACROSS

2. yr. = _____
7. I'm looking for a _____
9. the opposite of question
10. Help-wanted ads are found in the classified ads section of the _____.
13. the abbreviation for full-time
14. h.s. = _____ school
16. One way to answer a help-wanted ad is to _____ a letter of application and send a resume.
17. the abbreviation for hour
19. the abbreviation for Equal Opportunity Employer
20. the abbreviation for manager
21. exp.= _____
25. the abbreviation for necessary
26. If you are looking for a job, you can look in the _____ - wanted ads
28. sal. = _____

DOWN

1. mo. = _____
3. the abbreviation for appointment
4. p.t. = _____
5. the abbreviation for assistant
6. ref. = _____
8. He wants to _____ a teacher.
11. the money that you are paid for each hour that you work
18. wk. = _____
22. the abbreviation for preferred
23. Three ways to answer a help-wanted ad are to apply in person, send a letter of application and a resume, and to _____ on the telephone
24. Some companies require that you know how to drive a _____.
27. the money that you earn
29. the abbreviation for advertisement

JOB APPLICATION FORMS

When you apply for a job, you will usually fill out a job application form. You can ask the receptionist or the manager for one. You may fill it out in the office or you can take it home with you, fill it out, then take it back the next day. This way you won't feel rushed. If you don't understand something on the application form you can ask someone for help. Sometimes you can get help from your sponsor, your teacher, or others.

It is important to keep the application form clean; do not wrinkle or fold it. Print or type the information on the application form, but write your name in the space for "signature" at the bottom. You will need to answer questions about personal data, work experience, your education, and your interests. By law, you do not have to answer questions about your marital status (whether or not you are married) your sex, your birthplace, your race, or your religion. It is not legal for the employer to require you to answer these questions. There are other things that the employer may not ask. Your teacher will give you more information about this.

It is good to have a resume to give to the employer when you apply for a job. This is a summary of your work experience, your education and your skills and interests. It will help the employer to learn more about you.

Remember to have a good appearance (be clean and neat) and use good manners when you go to pick up an application form and when you return it to the receptionist or the manager. It is better to type or print neatly when you fill out the form. When you do these things, it will show the employer that you are trying to do a good job.

CONVERSATIONS

Job Application Forms

Conversation 1. HOW TO ASK FOR AN APPLICATION

Receptionist: Hello, may I help you?

Applicant: Yes, please. I would like to apply for a job. Could I have an application?

Receptionist: What position are you applying for?

Applicant: I'm applying for the position as a cashier.

Receptionist: Just a moment.... Here's an application.

Applicant: Thank you very much. I will bring it back tomorrow.

Receptionist: You're welcome.

Applicant: Good-bye.

Receptionist: Good-bye.

Conversation 2. PUTTING YOUR APPLICATION ON FILE

Receptionist: Hello. May I help you?

Applicant: Yes, please. I would like to apply for a job.

Receptionist: What position are you applying for?

Applicant: I'm applying for the position as a mechanic.

Receptionist: I'm sorry. The position has already been filled.

Applicant: I would still like to fill out an application, please.

Receptionist: Okay, if you insist. I'll put your application on file. If something comes up, I will give you a call.

Applicant: Thank you.

Receptionist: Here you are.

Applicant: Thank you. I'll bring it back tomorrow.

Receptionist: You're welcome. Good-bye.

Applicant: Good-bye.

JOB APPLICATION FORMS

Vocabulary

address
age
applicant
at
birthplace
circle
citizen
clerical
date
education
experience
fill out
last
law
manual work
marital status
Mr.
N.A.
name
position
print
reference
resume
social security
sex
sign
support
telephone
to
transportation
WA

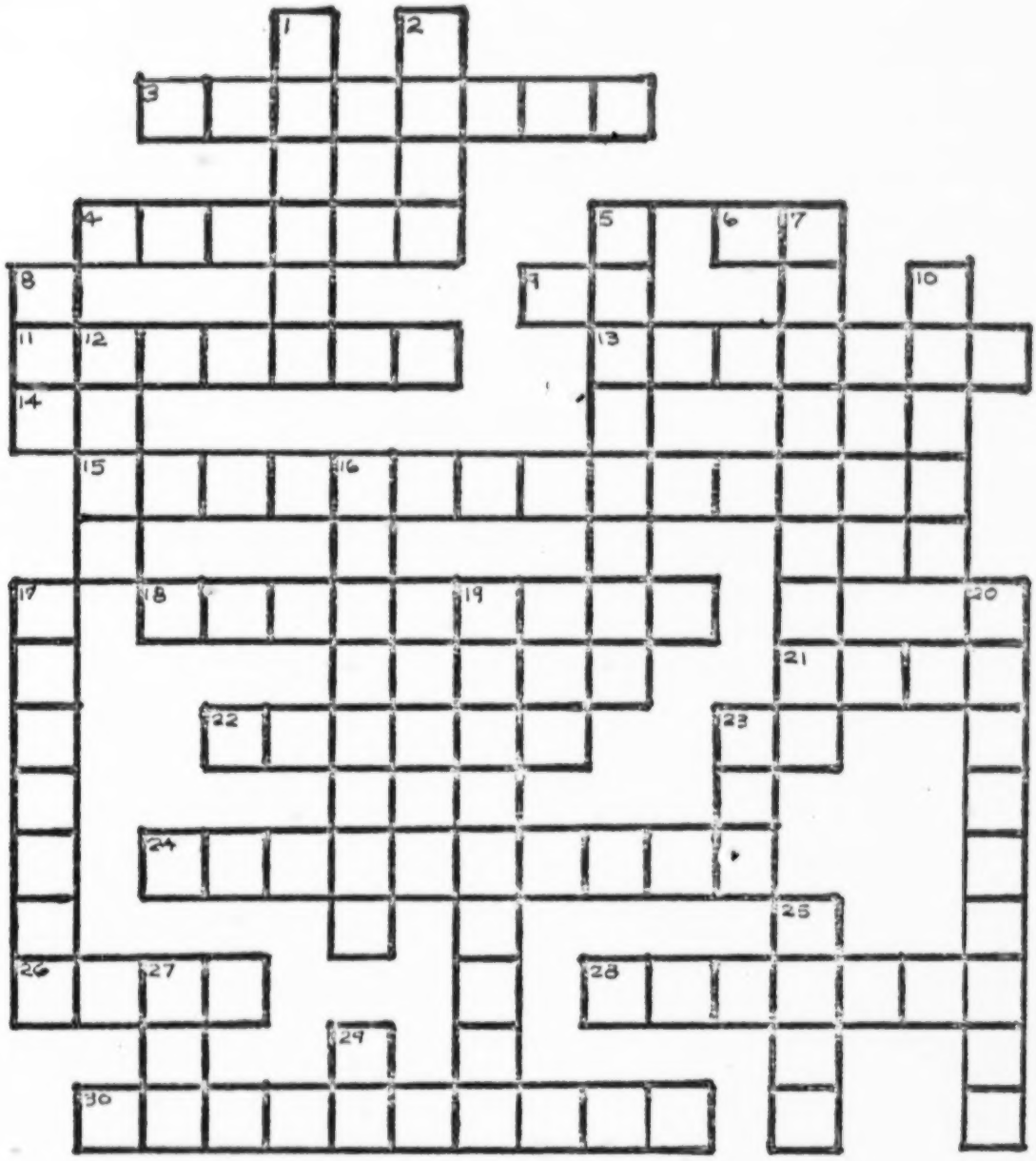
Additional vocabulary and phrases:

application
to check again
to feel rushed
Here you are.
to insist
job opening
office
to put something on file
receptionist
to understand

CROSSWORD PUZZLE

JOB APPLICATION FORMS

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



JOB APPLICATION FORMS

Crossword Puzzle Clues

ACROSS

3. Office workers do _____ work.
4. Work done by hand is _____ work.
6. the abbreviation for not applicable
9. I would like _____ apply for a job.
11. Her _____ is 333 N. Miller St.
13. He needs a job to _____ his family.
14. the abbreviation for Washington
15. A car, a bicycle, and a bus are all kinds of _____.
18. Your employer will want to know where and how long you went to school. He/She will want to know about your _____.
21. What is your last _____?
22. When you fill out a job application form, sometimes you will need to make a check, an "X" in a box, or draw a _____ around a word.
23. She works _____ the store.
24. The place where you were born is your _____.
26. His _____ name is Johnson.
28. If you are born in the U.S., you are a U.S. _____.
30. Do you have any work _____?

DOWN

1. When you send a letter of application to an employer, you can also send a _____.
2. I will _____ out the application.
5. What _____ are you applying for?
7. a person who applies for a job
8. It is against the _____ for the employer to ask your age.
10. When you fill out an application, you should _____ or type.
12. The _____ of the application is July 7, 1985.
16. When you apply for a job you will need your Social _____ number.
17. Being married, single, divorced or separated is your _____ status.
19. You should write down your _____ number on the application if the employer needs to call you.
20. He put down three _____ s on his application
23. how old you are
25. When you _____ your name, you write your signature.
27. Being male or female is your ____.
29. the title for a single or a married man

JOB INTERVIEWS

The employer or personnel manager will look at your application form. If he thinks that you have the skills for the job, he will ask you to meet with him, so that he can find out more about you and your skills. This meeting is called an interview. You will be asked questions about your work experience, training and interests. The person who asks you these questions is called the interviewer.

It is important to have a good appearance, to be clean, and to dress neatly. Good posture is helpful and looking at the interviewer as you talk is important. Eating, drinking, smoking or chewing gum during an interview is considered bad manners. Be polite and try to call the interviewer by name. You might wish to shake hands with him/her before and after the interview.

You need to be prepared for an interview. Be ready to answer questions about your work experience, training and the duties that you had at your earlier jobs The interviewer has set a certain amount of time for your interview; you should only talk about work experience and training that is relevant to the job you're applying for. If the interviewer asks a question, try to answer as completely as you can. "Yes" or "No" are okay in some cases, but the interviewer will probably like to hear more about the reason for your answer, and your talk will show your interest.

Ask the interviewer to repeat something if you do not understand it. If you have questions about the rate of pay, vacations and job benefits, it is best not to ask them right away. It is better to wait until the interviewer offers you a job. Then it is okay to ask these questions.

The interviewer might ask you about your interests, or what you like to do. He might ask you if you like to work with people, or if you like to work indoors or outdoors. Also, the interviewer might ask you if he may call a former employer or supervisor, or someone who knows about you and what kind of a worker you are. It is good to ask former employers, supervisors or friends before you write their names down as references.

An interview is very important. Try to make a good impression on the employer. If you do well, you will have a good chance of getting a job.

CONVERSATIONS

Job Interviews

Conversation 1: TELLING THE INTERVIEWER ABOUT YOUR WORK EXPERIENCE

Interviewer: Welcome, Mr. Nguyen. I'm Mrs. Smith. Please have a seat.
Applicant: Thank you.
Interviewer: What position are you interested in?
Applicant: I'm interested in the position of bookkeeper.
Interviewer: Have you had any experience?
Applicant: Yes. I was a bookkeeper for 10 years.
Interviewer: Did you complete purchase orders?
Applicant: Yes, I did. I also made bank deposits and prepared bills.

Conversation 2: SAYING A LITTLE MORE THAN "NO" AT AN INTERVIEW

Manager: Do you have any experience as a motel-maid?
Applicant: No, I don't. But I have experience as a housekeeper.
Manager: How long were you a housekeeper?
Applicant: (I was a housekeeper) for 1 year.
Manager: What were your duties as a housekeeper?
Applicant: I cleaned appliances, washed windows, waxed the floor, and dusted the furniture.

Conversation 3. VOLUNTEER WORK EXPERIENCE

Interviewer: I see here on your application that you do volunteer work as a bilingual aide, at an elementary school. How long have you worked there?
Applicant: (I have worked there) for 1 year.
Interviewer: How often do you work there?
Applicant: (I work there) 4 days a week for 3 hours a day.

JOB INTERVIEWS

Vocabulary

appearance
applicant
apply
ask
best
bilingual
bored
calm
chew
clean
dress
eat
eye contact
hand
hire
interview
manners
map
office
pay
position
posture
resume
smoke
thank
time
to
training
volunteer
yes

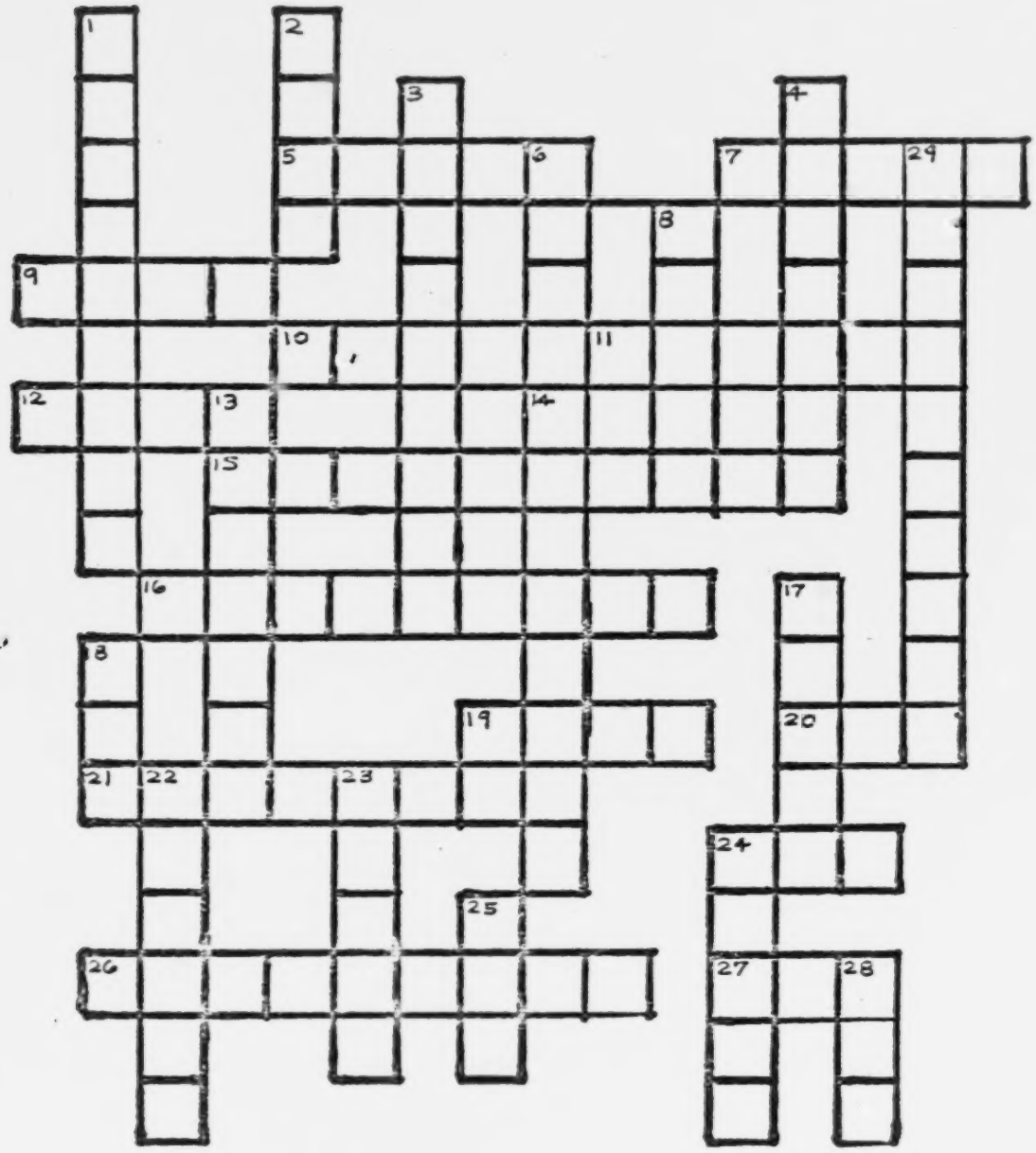
Additional vocabulary and phrases:

application
to be prepared
to be willing
Certainly.
duties
enthusiasm
experience
important
interviewer
manager
reference
relevant
to show interest
supervisor
uniform

CROSSWORD PUZZLE

JOB INTERVIEWS

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



JOB INTERVIEWS

Crossword Puzzle Clues

ACROSS

5. You should not _____ during an interview.
7. You should look interested during an interview. You should not look _____.
9. the opposite of fire (dismiss)
10. It is good to shake the interviewer's _____ when you meet him/her and when you leave.
11. a summary of your work experience, education, and interests
12. Try to be _____, not nervous during the interview.
15. how you look
16. the meeting of the interviewer(s) and the applicant
19. You should be on _____ for the interview.
20. Have good _____ contact.
21. What _____ are you interested in?
24. If you don't understand something, you should _____ a question.
26. If you speak two languages (your native language and a second language) very well, you are _____.
27. the money you get for your work

DOWN

1. the person who applies for a job
2. The employer will choose the _____ person for the job
3. The work that a person does for no pay is _____ work.
4. You should keep a good _____ _____ during the interview.
6. Do not _____ during the interview.
8. Be _____ and neat for the interview.
13. If you are polite, you have good _____.
14. If you want to learn a skill, you should take some job _____ _____.
17. You should _____ neatly for an interview.
18. You might need to use a _____ _____ to show you how to get some place.
19. What do you like _____ do?
22. A secretary works in an _____.
23. You should say "_____ you" after the interview.
24. I will _____ for a job.
25. You should not _____gum during an interview.
28. You should not say "yeah". Say _____.
29. He has work _____.

RULES AND POLICIES AT WORK

Each job has rules to follow; these rules help you to do your job better, and to get along with your boss and the other workers. They also help to keep all employees safe. If you do not follow the rules, you might lose your job.

The rules are about equipment and tools, clothing, time and about how you act at work. If you are a new employee, learn the rules and follow them every day.

Some of the rules about equipment and tools are:

1. Keep all tools and equipment clean.
2. Put away tools and equipment after you have finished using them.
3. If there is a problem with any of the equipment or tools, report it to your boss or supervisory, so that it can be repaired.

Rules about clothing are usually necessary to keep you safe and protect you from dangers at work. Some rules about clothing are:

1. Wear gloves to protect your hands.
2. Wear a rubber apron to protect your body.
3. Wear a hard hat to protect your head.

Some jobs require that you wear a uniform; it should be kept clean and pressed.

Some rules about time are:

1. Be on time for work every day.
2. Do not watch the clock a lot.
3. Be prompt about getting back to work after your break.
4. Be prompt in getting to work and do not leave early.
5. Let your boss know if you have an appointment or need to be away.
6. Call your boss as soon as possible if you are ill and unable to get to work.

Here are some rules about how you should act at work.

1. Lying and stealing are not acceptable behaviors.
2. Do not eat or drink while you work.
3. Chewing gum should be limited.
4. Do not go to sleep at work.
5. Do not gossip at work.

Following rules is an important part of doing a good job; it is necessary to follow rules and try to get along with your fellow workers.

CONVERSATIONS

Rules and Policies at Work

Conversation 1: CALLING IN SICK

Waitress:	Good morning. Sammy's Pancake House.
Employee:	Hello, this is Bill Thomas. May I speak to Mr. Smith, please?
Waitress:	Just a moment please.
Mr. Smith:	Hello; this is Mr. Smith.
Employee:	Mr. Smith, this is Bill Thomas. I have the flu and I can't go to work today. I'm very sorry.
Mr. Smith:	That's too bad. I hope you feel better. Do you think that you will be able to come to work tomorrow?
Employee:	I think so. I will call vou if I can't come to work.
Mr. Smith:	Well, then I'll see you tomorrow.
Employee:	Thank you, Mr. Smith.
Mr. Smith:	You're welcome.
Employee:	Good-bye.
Mr. Smith:	Good-bye.

Conversation 2: BREAK TIME RULES

Wanda:	It's 10:28. Break is almost over. We should go back to work now.
Rosa:	I'm not finished with my coffee. Can't you wait 5 minutes?
Wanda:	No. We need to leave right now, so we can get back to work on time.
Rosa:	Oh, all right. I guess Mr. Jones will be angry if we don't get back on time.
Wanda:	That's right. Now let's get going.

RULES AND POLICIES AT WORK

Vocabulary

absent
before
break
clock
docked
drink
eat
equipment
fill out
illness
leave
lunch
mad
overtime
punch the time clock
shower
sick
sleep
smoke
steal
supervisor
temper
time
uniform
vacation
wear
work

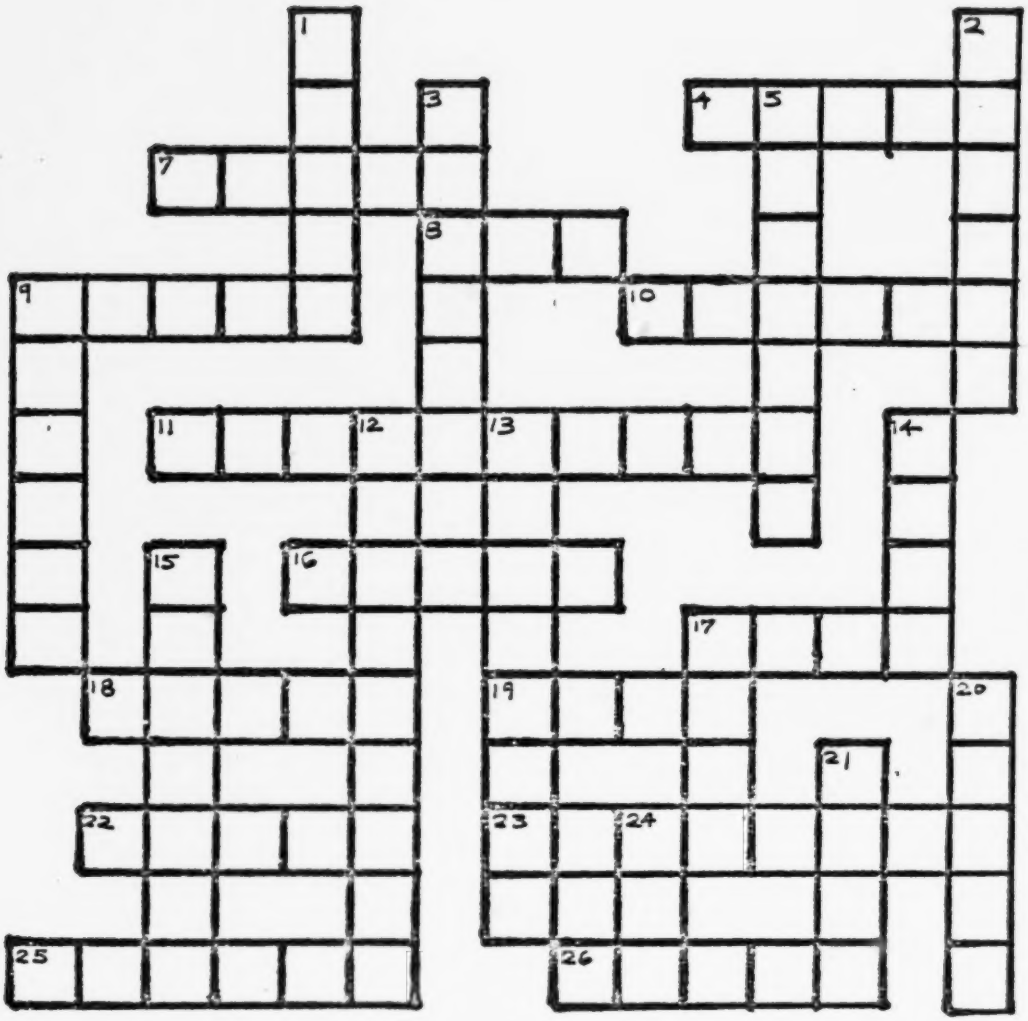
Additional vocabulary and phrases:

alcoholic beverages
appointment
early
emergency
equipment
late
to let someone know in advance
obey
permission
time sheet
tools

CROSSWORD PUZZLE

RULES AND POLICIES AT WORK

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



RULES AND POLICIES AT WORK

Crossword Puzzle Clues

ACROSS

4. You eat your _____ at noon.
7. You should not _____ cigarettes at work.
8. Do not get _____ at your boss if he/she tells you that you made a mistake.
9. Do not _____ any alcoholic beverages at work.
10. You should punch the time clock _____ you start work and after you finish work.
11. the person who is in charge of the workers.
16. You should _____ the time clock before you start work and after you finish work.
17. Don't be late for _____. Be on time.
18. You should not go to _____ at work.
19. Do not be late for work. Be on time.
22. Do not _____ work early.
23. If you work _____, you usually get paid time and a half or double time.
25. If you know you will be _____ from work because of an appointment with the doctor, dentist, etc, you should let your boss know in advance.

DOWN

1. Don't watch the _____ while you work.
2. Be neat and clean at work. Take a bath or _____ before you go to work.
3. Don't express anger to your boss. You should not lose your temper at work.
5. Some employees must dress like the other employees at work. They must wear a _____
9. If you leave work early or you are late for work you will be _____.
12. What tools and _____ do you use in your job?
13. When you take time off from work, you take a _____.
14. If you are _____ and can't go to work, you should call your boss as soon as possible.
15. another word for sickness
17. Some employees must _____ a uniform at work.
20. You should come back to work from your coffee _____ on time.
21. Some employees _____ out a time sheet before and after work.
24. You should not _____ food while your work.

WORK SCHEDULES

Your work schedule depends on the kind of job you have and how long you have been an employee. Holidays, vacations, the weather and illness may affect your work schedule. Your boss or supervisor will tell you what hours he/she expects you to work. If your work schedule is fair, according to the type of work you do, it is not good to argue with your boss about it.

If you need to change your work schedule, talk to your boss about it. If you know you'll be absent, tell your boss before you are absent, so that he/she has time to find another worker to take your place. You should not miss work unless you have a good reason, such as a doctor's appointment, a funeral, etc. If you are ill, or if there is an emergency, call your boss as soon as you can to tell him/her that you are not able to go to work.

Some employees work full-time; full-time jobs usually require you to work 35-40 hours a week; in offices this usually means five days a week, Monday through Friday, with Saturday and Sunday as days off. The days you don't work are called days off. Part-time jobs require you to work less than 35 hours a week.

Sometimes you may work overtime. This is when you work more hours than you are regularly scheduled to work. In most jobs, when you work overtime, you will be paid time and a half. In some cases you will be paid double time (two times your regular hourly pay) if you work a certain number of hours.

The period of time that you work is called a shift. There are different kinds of shifts. The day shift is when you work during the day-time hours. If you work the night shift, you work at nighttime. The swing shift is usually between 4:00 p.m. and 12:00 midnight, and the graveyard shift is from midnight to 8:00 a.m. If you work a split shift, you work for four hours, go home for a few hours, then return to work again. Waitresses or nurses often work split shifts.

In some jobs, when you go to work, you must fill in a time sheet or put a time card in the time clock. When you leave work you do the same thing. It is not okay to punch a time clock or fill out a time sheet for another person. You could lose your job for doing this.

Being on time (promptness) is very important. A boss could fire you if you are late for work very often. Leaving work early could also be cause for firing. If you must leave early, tell your boss the reason you need to leave.

CONVERSATIONS

Work Schedules

Conversation 1: YOUR WORK SCHEDULE

Linda: What is your work schedule for this week?

David: I work from 4:00 p.m. to 12:00 p.m., Monday through Friday.

Linda: Can't you change your work schedule so we can go to the party on Friday night?

David: Sorry, I can't. My boss says I have to work the swing shift this week. If I argue with my boss, he might fire me.

Linda: Okay. Maybe we can go to a party next week.

Conversation 2: WORKING OVERTIME

Student: Do you work the day shift or the night shift?

Friend: I work the day shift.

Student: What time do you go to work every day?

Friend: I usually go to work at 8:00 a.m.

Student: What are your days off?

Friend: (My days off are) Saturday and Sunday, but sometimes I work overtime on Saturday.

Student: That's too bad that you have to work on Saturday.

Friend: It's not bad at all. I get more pay when I work overtime.

Conversation 3: PUNCHING THE TIME CLOCK

Supervisor: Joyce, you forgot to punch the time clock yesterday. Remember you are supposed to punch in before you start work and after you finish work.

Joyce: I'm sorry; I forgot.

Supervisor: I'll put you down for 8 hours yesterday. But next time don't forget.

Joyce: I won't. Thank you for telling me.

WORK SCHEDULES

Vocabulary

an
boss
break
date
day shift
days off
double time
employee
full-time
graveyard shift
hr.
Mon.
my
on
overtime
payday
salary
shift
time sheet
signature
split shift
Sunday
swing shift
to
Tues.
wage(s)

Additional vocabulary and phrases:

argue
to change
to fire someone
to forget
to lose
night shift
to punch the time clock
schedule
supervisor

CROSSWORD PUZZLE

WORK SCHEDULES

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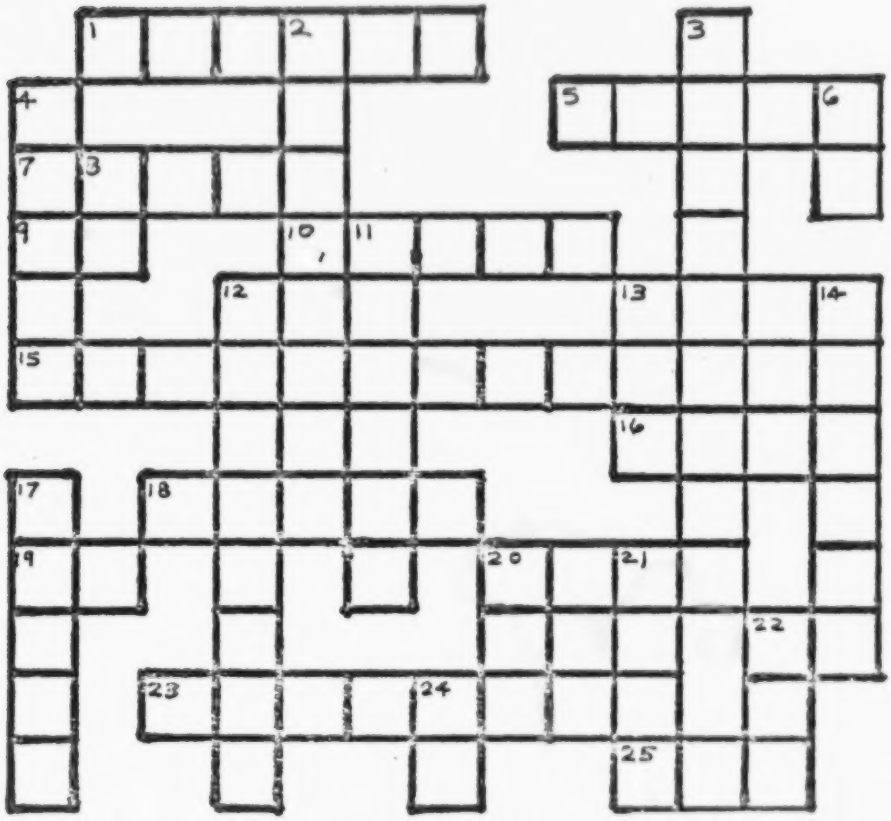

WORK SCHEDULES

Crossword Puzzle Clues

ACROSS

1. When you are paid two times your regular pay, you are paid _____ _____ time.
5. the period of time that you work
7. the pay that you get for each hour you work.
9. He works _____ the afternoon.
10. She works 4 hours in the morning and then goes home. Then she works 4 hours in the evening. She works a _____ shift.
13. The days that you don't work are your _____ off.
15. If you work from 12 midnight until 8:00 a.m. you work the _____ shift.
16. When you work 40 hours a week, you work _____-time.
18. She takes a 15 minute coffee _____ _____ at 10:00 a.m.
19. the abbreviation for hour
20. What _____ is it today?
22. What is your name? _____ name is Chanthou Touch.
23. a person who is employed; a worker
25. the abbreviation for Sunday

DOWN

2. You should not argue with your _____ about your work schedule..
3. When you sign your full name, you write your _____.
4. If you work from 5:00 until 12 midnight, you work the _____ shift.
6. What time do you go _____ work?
8. I earn $4.00 _____ hour.
11. the day that you get paid.
12. When you work more than your regular full-time schedule you work _____.
14. the money that you are paid once or twice a month for your work
17. Some workers fill out a time _____.
20. If you work from 8:00 until 5:00 p.m., you work the _____ shift.
21. the abbreviation for Tuesday
22. the abbreviation for Monday
24. Do you work _____ Sunday?

TOOLS AND EQUIPMENT

For every occupation there are different kinds of tools and equipment that workers use. Some kinds of tools are scissors, pliers, wrench, razor screwdriver, hammer, shovel, and paint brush. Some kinds of equipment are lawn mowers tractors, cranes, ladders, drill presses, kilns, mops and vacuum cleaners.

If you have work experience in this type of job and have used tools and equipment at your last job, you can tell the interviewer about the tools and equipment that you know how to use. This might help you to get a job.

If you have no work experience and do not know how to use the tools or operate the equipment, you should tell your boss or supervisor and he/she will show you how to use them. You can also ask other workers for help in learning to use tools and equipment. If you don't ask for help, the tools and equipment may be damaged, or someone may be hurt.

Remember to be polite when your boss helps you with a problem. If you make a mistake, tell your boss. When he/she shows you how to do something, thank him/her. Getting angry does not help you to learn and will not help you to work well with your boss.

Learn the names of the safety equipment and how to use it. Workers wear safety equipment to protect them on the job and to help to prevent accidents. When you do not wear safety equipment you are more likely to get hurt. Your supervisor wants you and the other workers to be safe. It is important to obey your bosses' directions. He may fire you if you do not follow his rules.

Do your best to learn the names of the tools and equipment at work. Learn how to use the tools and operate the equipment. This will make your job easier and you can enjoy it more.

CONVERSATIONS

Tools and Equipment

Conversation 1: DIFFERENT KINDS OF TOOLS AND EQUIPMENT

Lanh: What do you do?
Joan: I'm a gardener.
Lanh: What tools and equipment do you use in your job?
Joan: I use a lawn mower, a shovel, a rake and a hoe.

Conversation 2: KNOWING HOW TO USE THE TOOLS AND EQUIPMENT AT WORK

Supervisor: Do you know how to use a cash register?
New Employee: No, I don't. But I would like to learn.
Supervisor: Come with me and I will show you.
New Employee: Thank you.

Conversation 3: TELLING YOUR BOSS ABOUT A PROBLEM WITH THE TOOLS OR EQUIPMENT

Employee: Mr. Johnson, there's a problem with the drill press.
Mr. Johnson: What's the problem? (What's wrong with it?)
Employee: One of the belts is broken.
Mr. Johnson: O.K. I'll be there in a minute to fix it.
Employee: Thank you.

TOOLS AND EQUIPMENT

Vocabulary

brush
cash register
drill press
electric drill
electric mixer
forklift
gear
grinder
hammer
jack
kiln
lawn mower
mop
net
pliers
razor
saw
scissors
screwdriver
sink
tractor
tray
tweezers
typewriter
wrench

Additional vocabulary and phrases:

barber
beautician
carpenter
cashier
clerk
construction worker
cook
dentist
dishwasher
farmer
fisherman
gardener
housekeeper
housewife
janitor
jeweler
machinist
mechanic
orchardist
painter
potter
secretary
waiter
warehouse worker

CROSSWORD PUZZLE

TOOLS AND EQUIPMENT

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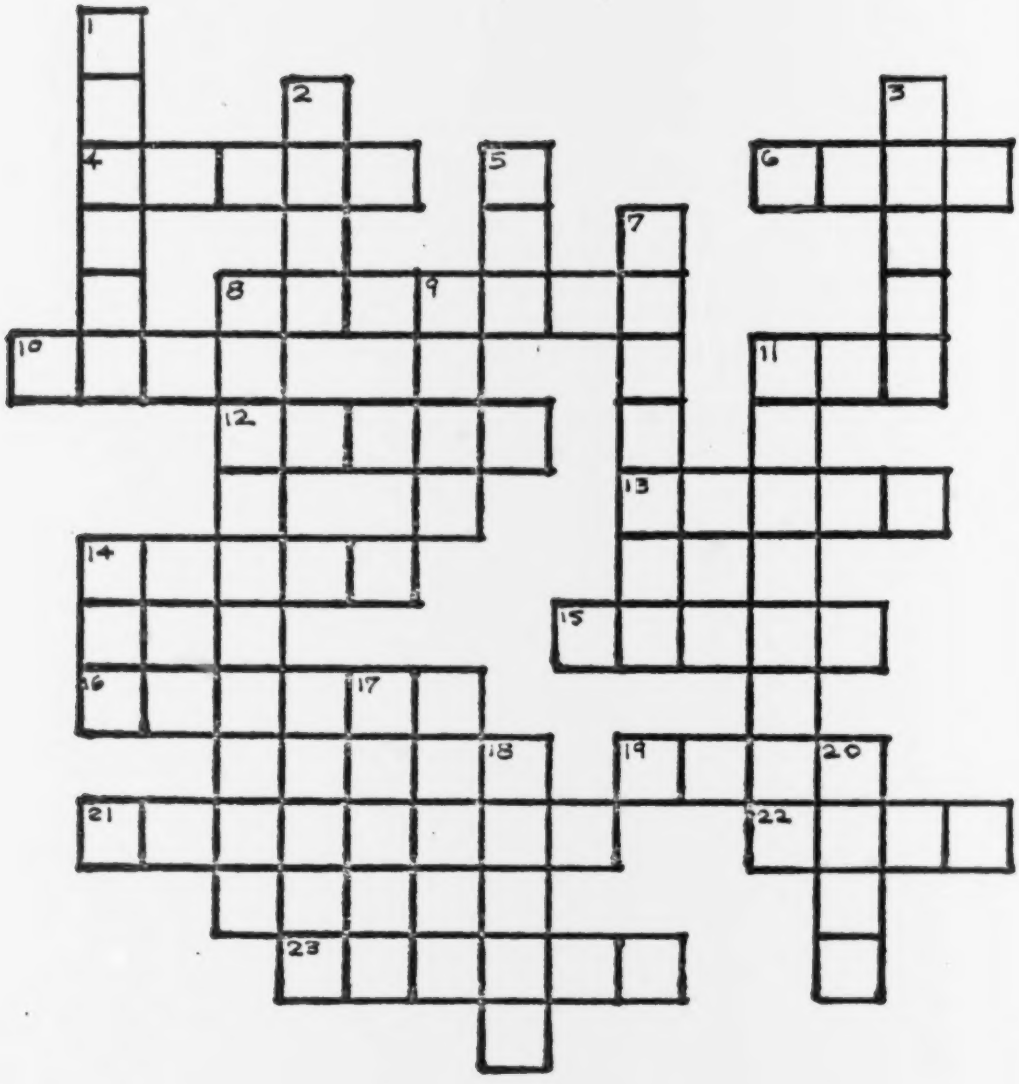


TOOLS AND EQUIPMENT

Crossword Puzzle Clues

ACROSS

4. A cook uses an electric _____ to mix food.
6. A mechanic uses a _____ to fix a flat tire.
8. An orchardist drives a _____ in the orchard.
10. A waiter or waitress uses a _____ _____ to carry food and beverages.
11. A carpenter uses a _____ to cut wood.
12. A machinist uses a drill _____ to drill holes.
13. A dentist uses an electric _____ _____ to drill holes in teeth.
14. A gardener uses a lawn _____ to cut the grass.
15. A painter uses a _____ to paint houses.
16. An electrician uses _____ to bend wire.
19. A warehouse worker uses a _____ lift to carry bins.
21. A jeweler uses _____ to repair jewelry.
22. A dishwasher washes dishes in a _____.
23. A mechanic uses a _____ to turn bolts.

DOWN

1. A carpenter uses a _____ to drive nails into wood.
2. another word for equipment
3. A mechanic uses a _____ driver to turn screws.
5. A fisherman uses a _____ to catch fish.
7. A butcher uses a _____ to grind meat.
8. A secretary uses a _____ to type letters.
9. A cashier uses a _____ register when he/she collects money and gives change to the customers.
11. A barber or a beautician uses _____ to cut hair.
14. A janitor uses a _____ to clean the floor.
17. A barber uses a _____ to give shaves.
18. A construction worker uses a _____ to lift heavy things.
20. A potter uses a _____ to bake pottery.

JOB SAFETY

Safe working conditions are important. If you and other workers follow safety rules, you will have a safer work place; this will help to prevent accidents.

Certain kinds of clothing are used for certain jobs. Some jobs require that you wear gloves, hats, aprons, goggles, or special shoes to protect different parts of your body. They are made out of materials such as rubber, leather, cotton, or asbestos to protect you from different kinds of danger.

There are rules about what you should or shouldn't do at work. For some jobs wearing jewelry or loose clothing is dangerous because it might get caught in the machinery. Some safety rules say that you must put away tools and equipment after you have used them; others say that you must stack boxes neatly so that they are not in people's way. Some rules say that you should not operate tools and machinery unless you have been trained in how to use them. Usually, you do not clean machinery while it is on. Smoking is not permitted around flammable objects (gasoline, oil, etc.) because they might catch fire. Masks are sometimes needed to prevent you from breathing toxic fumes from paints or pesticides or being poisoned by them.

Safety rules are formed to protect workers and should be followed at all times. A worker who sees that you are not following a safety rule, may tell you that you are not following a safety rule because he/she wants to help you. Since he/she is trying to help his/her advice shoud be accepted with thanks. If you see a worker who is not following a safety rule, it is okay to tell him about it. The safety of all workers is important.

If your boss (or supervisor) gives you advice about safety rules, do as he/she says. Listen closely to directions and if you don't understand, ask him/her to explain it again.

Remember, there are safety rules for wearing different kinds of clothing, and rules about how you do your work and what things to avoid. Be sure to follow these rules and help to prevent accidents at work. If you and other workers are careful and follow the safety rules, you will have a safer place to work.

CONVERSATIONS

Job Safety

Conversation 1. YOUR SAFETY EQUIPMENT

Supervisor: John, where are your goggles?*

John: I left them in my coat pocket. I didn't think it was that important to wear them.

Supervisor: It is very important. Goggles protect your eyes from heat and flying objects. If you don't wear your goggles, you might get hurt.

John: Thank you for telling me. I'll go and get them now.

Conversation 2. KEEPING YOUR WORK PLACE SAFE

Supervisor: Kim, after you finish your work today, remember to put your tools away. It's not safe to leave them in the hallway. If you leave them there, someone might trip and get hurt.

Kim: Thank you for your help. I'll be careful to pick up my tools.

Conversation 3. ACCEPTING ORDERS FROM YOUR BOSS

Supervisor: Excuse me, Barbara. I'd like to speak with you for a few minutes.

Barbara: Yes, Mrs. Barnes.

Supervisor: Barbara, it's not safe to wear jewelry when you are working near machinery while it is on. If you catch it in the machinery you might get hurt.

Barbara: I didn't know that. Thank you for telling me.

* Safety glasses

JOB SAFETY

Vocabulary

apron
asbestos
blisters
clothing
corrosive
cotton
dangerous
eyes
fire
flammable
from
gasoline
gloves
goggles
hard hat
heat
leather
long hair
lungs
poison
protection
rules
safe
signs
smoke
stack
tie
tools

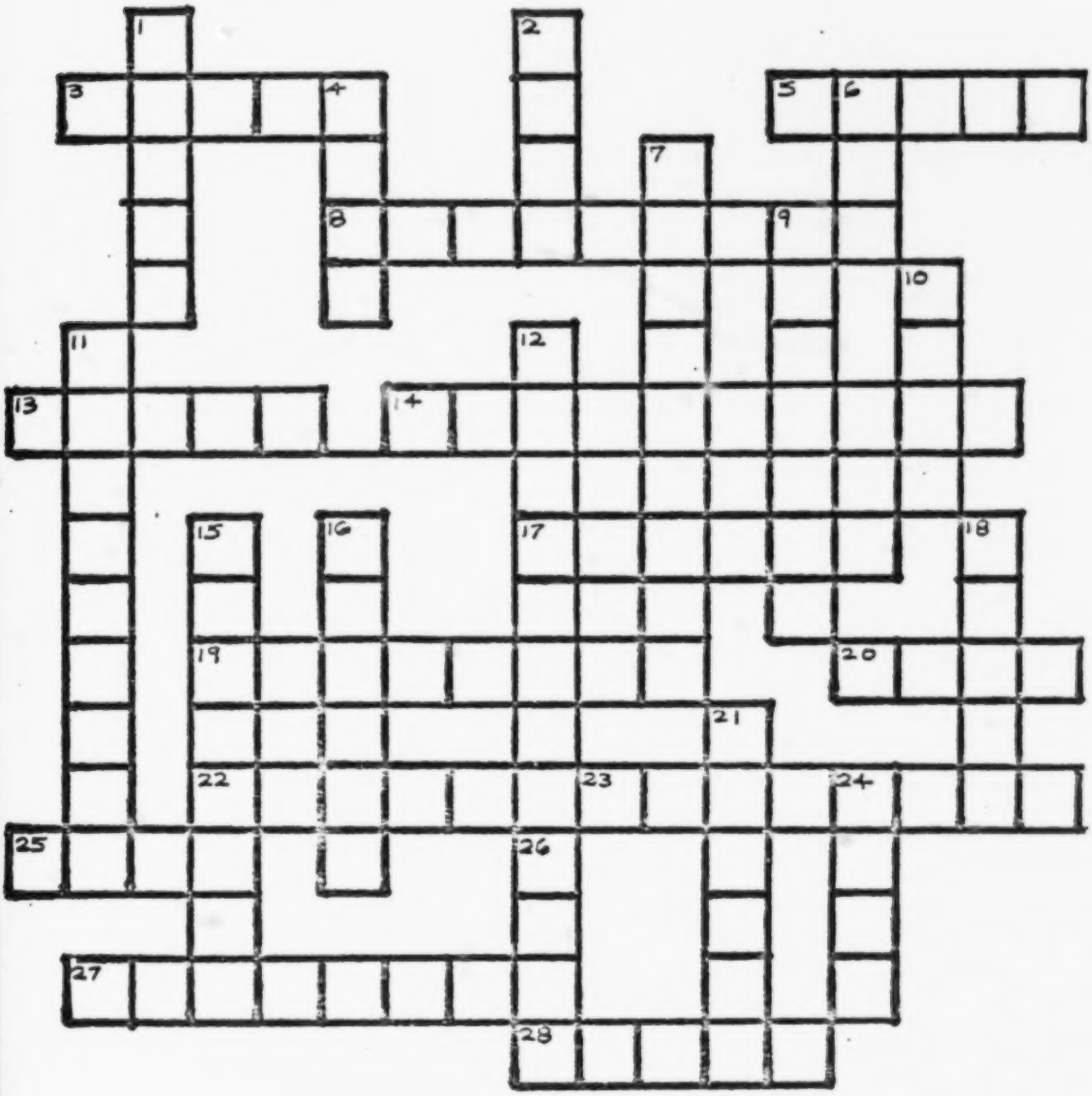
Additional vocabulary and phrases:

accident
to be careful
to breathe
to catch fire
caution
chemicals
danger
emergency
fumes
jewelry
machinery
mask
poison
prevent
protect
safety
toxic

CROSSWORD PUZZLE

JOB SAFETY

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



JOB SAFETY

Crossword Puzzle Clues

ACROSS

3. It is important to obey the safety _____ at work.
5. _____ boxes straight to prevent an accident.
8. If you smoke around something that is _____ it might start a fire.
13. Put your _____ away after you are finished with them.
14. Some workers wear ear _____ to protect their ears from loud noise.
17. Some workers wear _____ to protect their hands from acid, heat, and other dangers.
19. Some workers wear leather gloves so they won't get _____ in their hands.
20. If something is flammable, it can catch _____.
22. Don't _____ cigarettes around something that is flammable or it might start a fire.
23. Some jobs have safety rules about the _____ that you wear.
25. Asbestos gloves protect your hands from _____.
27. Don't store _____ near heat or it might catch fire.
28. Be sure to read the safety _____ like DANGER or CAUTION.

DOWN

1. You should not breathe poisonous fumes. Wear a face mask to protect your _____ from the fumes.
2. Goggles protect your eyes _____ flying objects and heat.
4. the opposite of dangerous
6. You should not wear a _____ around moving machinery.
7. the opposite of safe
9. Truck drivers wear _____ gloves to protect their hands from blisters.
10. Construction workers wear _____ hats to protect their heads from falling objects.
11. Acid is _____. If you get it on your skin it might burn you.
12. _____ protect your eyes from flying objects and heat.
15. Some workers wear _____ gloves to protect their hands from heat.
16. Paint is toxic if you breathe the fumes. It might _____ you.
18. Some workers wear a rubber _____ to protect their body from chemicals.
21. Gardeners wear _____ gloves to protect their hands from cuts.
24. You should not wear your hair _____ if you work around machinery.
26. Some workers wear goggles to protect their _____ heat and flying objects.

GETTING ALONG AT WORK

An important part of being a good worker (employee) is to try to get along with your boss (supervisor) and with the other employees at work. To be polite and friendly and to follow the rules are ways in which you can get along at work better and enjoy your job more.

1. If you don't understand something your boss or another worker says to you, tell him/her that you don't understand, and ask him/her to say it again.
2. If you have a problem with your work, talk to your boss (or supervisor).
3. If your boss tells you that you made a mistake, don't get angry. Instead, thank him/her and try to do a better job.
4. If you don't understand the work rules, talk to your boss (or supervisor).
5. Do not lose your temper at work.
6. It is better not to gossip at work.
7. Acting silly or childish at work is not acceptable.
8. Be neat and clean.
9. Stealing is against the law and will not be permitted.
10. Do not smoke, eat, drink, or chew gum while you are working.
11. Follow the safety rules,
12. Be polite and friendly to your boss and other workers.
13. Do not lie to your boss or to other workers.
14. Be friendly and talk to other workers at break time.
15. If you borrow any money, pay it back as soon as you can.
16. If another worker is in the hospital, you can give some money to help pay for a card or gift for the worker.
17. Do not watch the clock at work.
18. If your boss is absent, do a good job.
19. Be on time for work and don't leave work early.
20. Try hard to do your work and keep busy.

Trying to get along with your boss and co-workers can help you to make new friends, learn more about the American culture and improve your English skills. This will also help you to have a good attitude about your job and feel good about the work that you do.

CONVERSATIONS

Getting Along at Work

Conversation 1. ASKING QUESTIONS WHEN YOU DO NOT UNDERSTAND

Mrs. Brown: Chanthou, today I would like you to mop the floor, clean the oven, dust the furniture and wash the windows. All the cleaning materials are right here. When you're finished just put them on the counter.

Chanthou: Excuse me, Mrs. Brown. Did you say to put them *on* or *under* the counter?

Mrs. Brown: (I said to put them) *on* the counter

Chanthou: Thank you, Mrs. Brown. I'll get started right away.

Conversation 2. GETTING ALONG WITH YOUR BOSS

Manager: Dan, the customer complained that his steak is too well-done.

Dan: I'm sorry. I'll put another one on.

Manager: Fine. Try not to let it happen again. I'll tell the customer that another steak will be ready in a few minutes.

Dan: Thank you, sir.

Conversation 3. GETTING ALONG WITH YOUR CO-WORKERS

Ellen: Hi, Siane. Would you like to contribute some money to help buy a present for Bill Scott? He's in the hospital, and the workers want to send him some flowers.

Siane: Sure. Is $1.00 O.K.?

Ellen: That's great. Thank you so much. I'll bring the card by later so that you can sign it.

Siane: Thank you. I'm glad to help.

GETTING ALONG AT WORK

Vocabulary

absent
ask
break
clean
complain
customers
earn
friendly
gossip
lady
lazy
lie
listener
message
mistake
money
obey
polite
question
silly
steal
stop
talk
understand

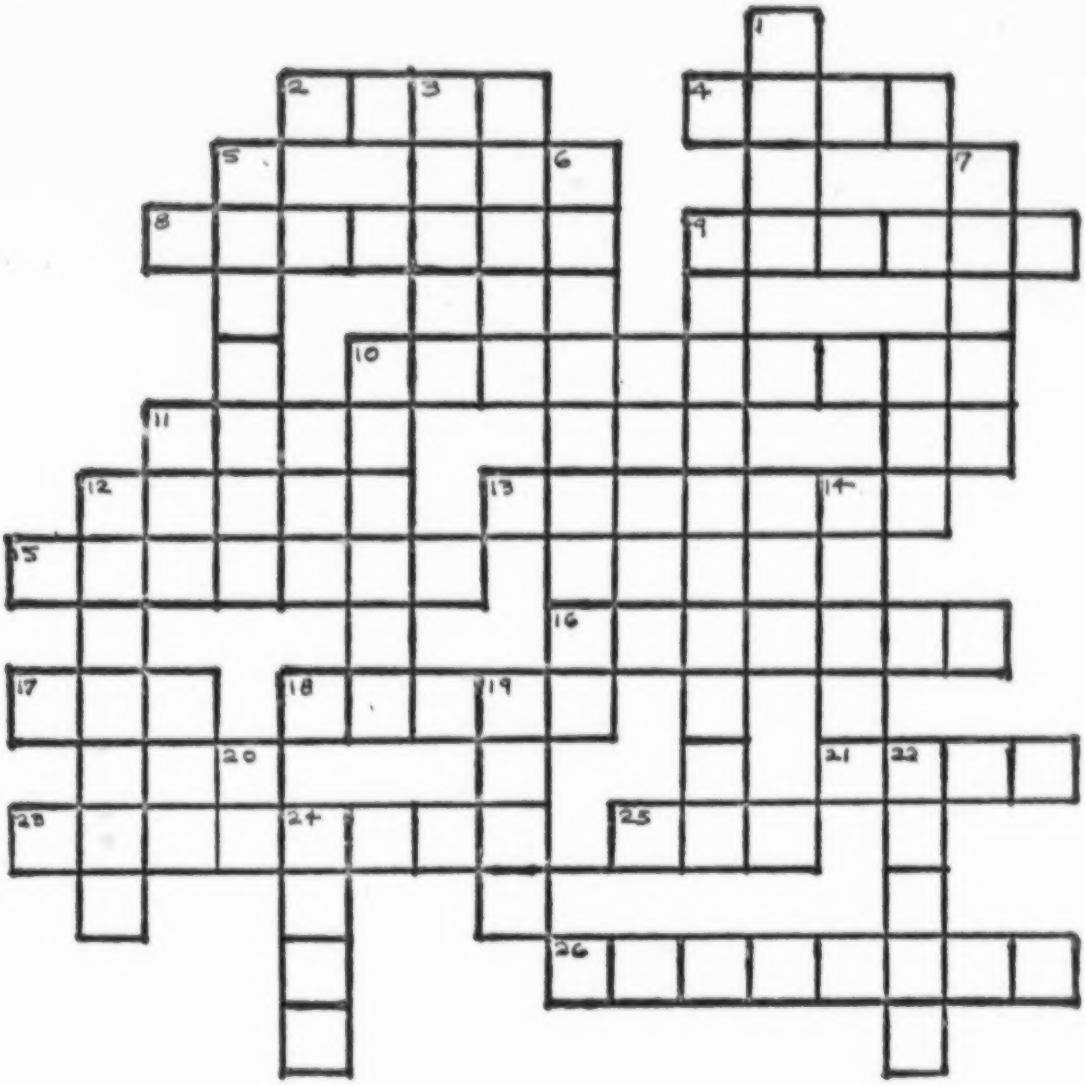
Additional vocabulary and phrases:

angry
contribute
co-worker
employee
especially
Excuse me.
to gripe
permission
present (a gift)
question
rules
to spread rumors

CROSSWORD PUZZLE

GETTING ALONG AT WORK

Directions: Look at the crossword puzzle clues. Write the answers to the clues in the crossword puzzle below. Be careful to match the numbers of the puzzle.



GETTING ALONG AT WORK

Crossword Puzzle Clues

ACROSS

4. If you have a problem with your work, you should _____ to your supervisor.
6. to spread rumors; it is not good to _____ at work.
8. If you don't understand something you should _____ a question.
9. the opposite of start
10. I _____ $3.75 an hour.
12. It is better to be a hard worker than a _____ worker.
15. If you don't understand something, ask a _____.
17. When you don't _____ something, you can ask a question.
18. If someone calls on the phone and the person that he/she wants to talk to isn't there, you should take a _____.
22. It is not polite to ask how much _____ someone makes.
23. Listen closely to what people tell you. Be a good _____.

DOWN

1. Being neat and _____ on the job is very important.
2. to gripe; you should not _____ at work.
3. another word for funny; you should not act _____ at work.
5. If your boss tells you that you made a _____, thank him/her and say that you will try to be more careful.
7. Do not _____ to your boss or the other workers. Be honest.
11. If you are _____ from work, you should give your boss a good reason.
13. It is important to be nice to the _____ when they come in to buy something.
14. Good manners are valuable in getting along with others at work. You should be _____.
16. It is good to be _____ with your boss and the people you work with.
19. to take things without permission.
20. Always be back to work on time after your _____ break.
21. Always _____ the rules at work.

PAYROLL DEDUCTIONS AND JOB BENEFITS

You will get a paycheck from your employer every week, every two weeks, or once a month. This is your salary. You may either pick up your paycheck at work, or it will be sent to you in the mail.

The money that you earn at work is called your gross pay. But, you do not receive your gross pay. Your take-home or net pay is less than your gross pay. Your employer must subtract money from your paycheck. This is called a deduction.

Every worker's paycheck has some deductions. One deduction is for Social Security (F.I.C.A.). When you are 65 and no longer work you will get a Social Security check every month. This will help you to live after you are unable to work. Another deduction is Federal Withholding Tax or income tax. Every worker pays withholding tax every month. This money goes to the federal government in Washington, D.C. Your employer might also deduct money from your paycheck for state income tax. This money goes to your state to pay for things like roads and highways, hospitals, libraries and schools.

There might be a deduction for a pension plan. When you are 65 years old, you may be able to get retirement money from your company. Sometimes there is a deduction for health insurance, too. When you are sick, the insurance will help pay your doctor and hospital bills.

Some companies give fringe benefits. These benefits are good and can help you. Some of the benefits are health insurance, life insurance, disability insurance, paid vacations, paid sick leave and paid holidays. Money is not deducted from your paycheck for fringe benefits. The company pays for them. It is good to find out what fringe benefits are provided.

CONVERSATIONS

Payroll Deductions and Job Benefits

Conversation 1: PAYING TAXES

Joe: Did you get paid today?

Lee: Yes, but I don't understand. I earned $160.00, but my paycheck is only for $128.57.

Joe: That's because you have to pay taxes. The employer deducts money from your paycheck to pay for taxes.

Lee: What kind of taxes?

Joe: Every worker has to pay Social Security and Withholding Tax. Each month, money is deducted from your paycheck for Social Security. This money goes to the federal government in Washington, D.C. When you are 65, you'll get a paycheck every month to help you when you are old and can't work.

Lee: What is Withholding Tax?

Joe: That's federal income tax. In our state, we have to pay a state income tax too.

Lee: What does that money go for?

Joe: It goes to pay for schools, hospitals, roads and highways. Some may pay for police and fire departments. It also pays for the space program, the Army, Navy and Air Force, Medicare, and welfare and food stamps for people with low income.

Conversation 2: FRINGE BENEFITS

Student: What is disability insurance?

Friend: It's for when you get sick or hurt and can't go to work for a long time. Disability insurance will pay you every month until you get well. Some companies will pay the premiums (charges) for disability insurance for you. This is a fringe benefit.

Student: What are some other fringe benefits?

Friend: Some other fringe benefits are life insurance, health insurance, holidays with pay, sick leave and maternity benefits.

PAYROLL DEDUCTIONS AND JOB BENEFITS

Vocabulary

April
company
deduct
deductions
earn
federal
F.I.C.A.
form
gross pay
insurance
I.T.W.
life insurance
maternity leave
net pay
paycheck
payroll
pension plan
raise
retire
retirement
Internal Revenue Service
save
state
take-home pay
vacation
Washington, D.C.
welfare

Additional vocabulary and phrases:

bills
disability insurance
federal government
fringe benefits
health insurance
holidays
income tax
to pay taxes
sick leave
Social Security
taxes

CROSSWORD PUZZLE

PAYROLL DEDUCTIONS AND JOB BENEFITS

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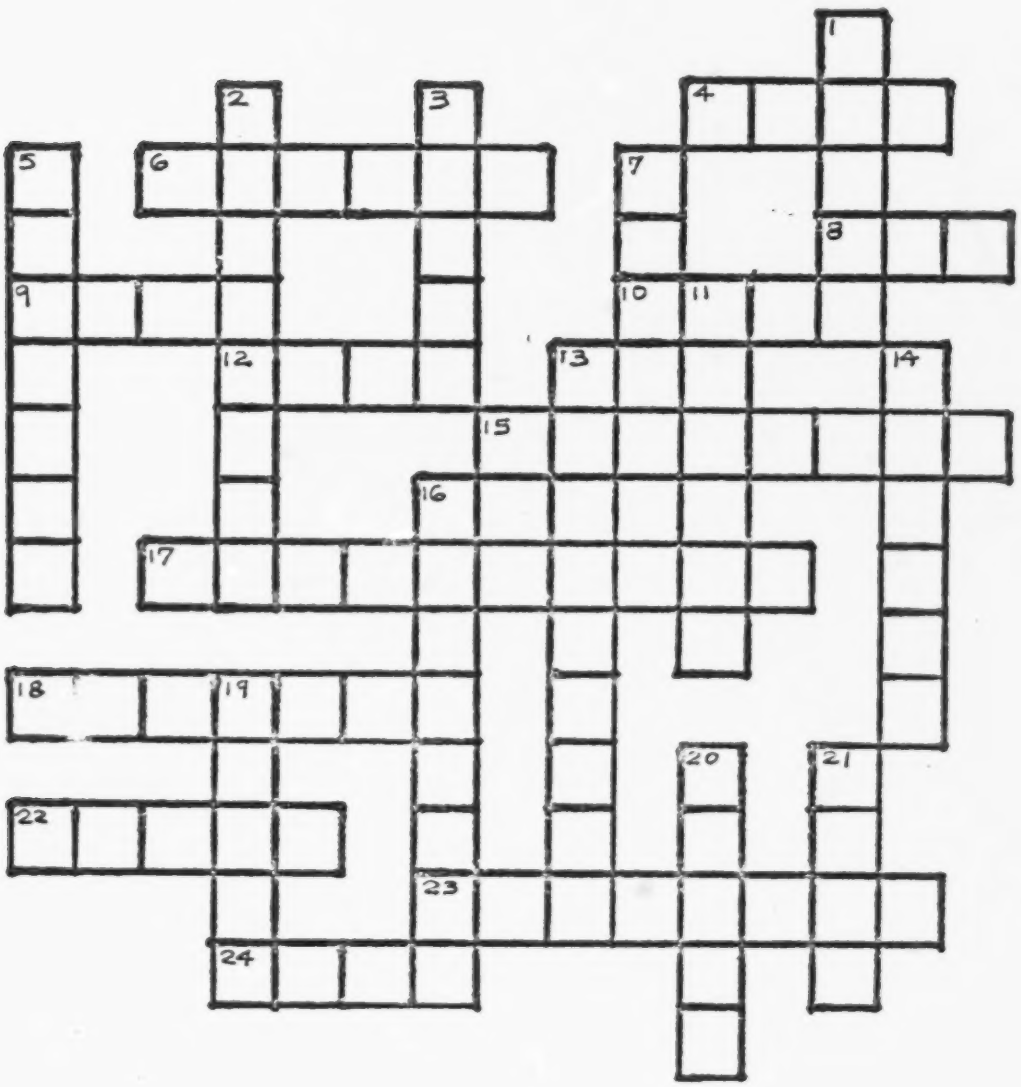
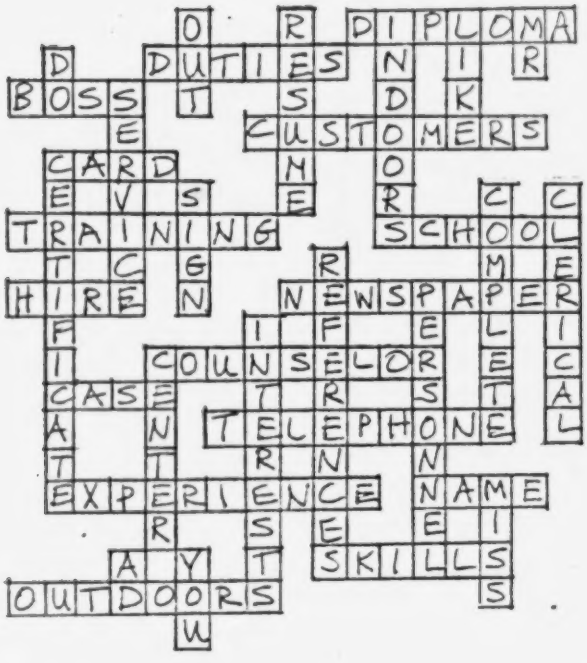
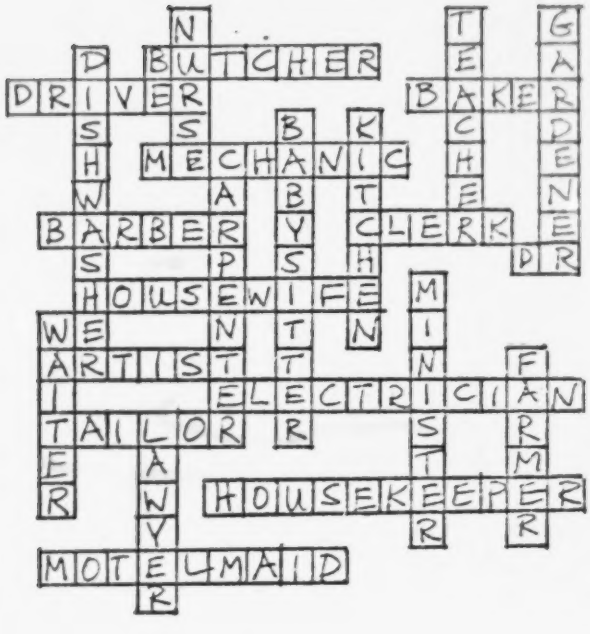


ANSWER KEYS

Applying For a Job

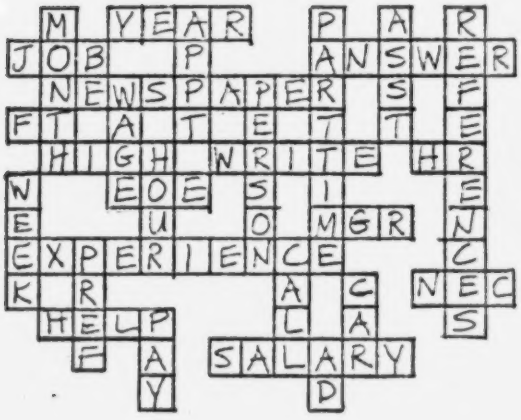


Occupations and Duties

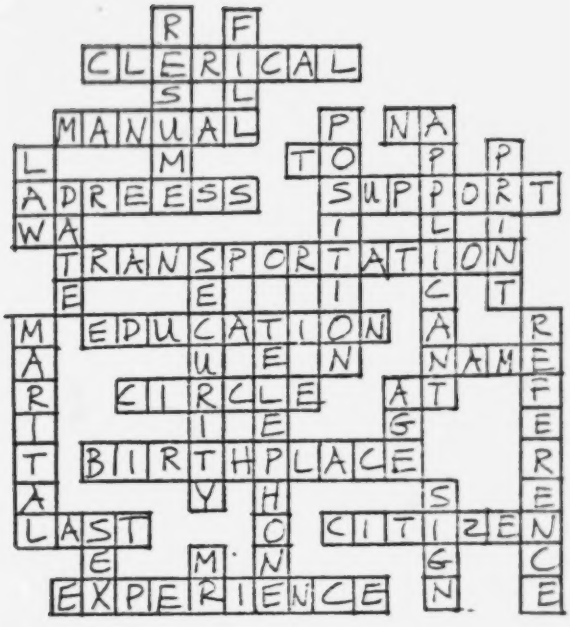


ANSWER KEYS

Help-Wanted Ads

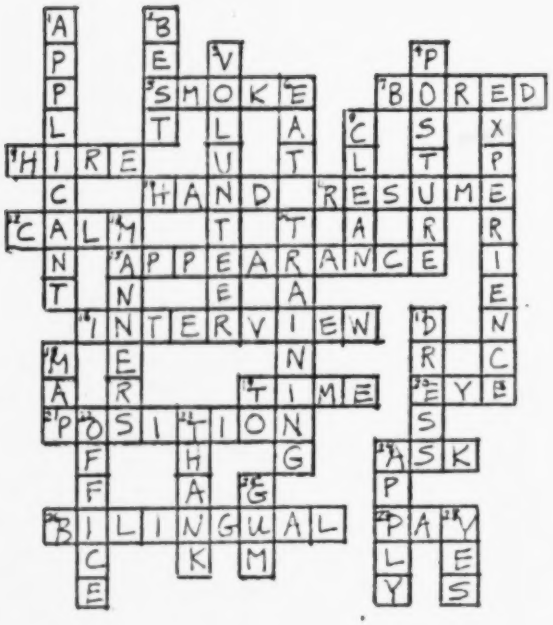


Job Applications



ANSWER KEYS

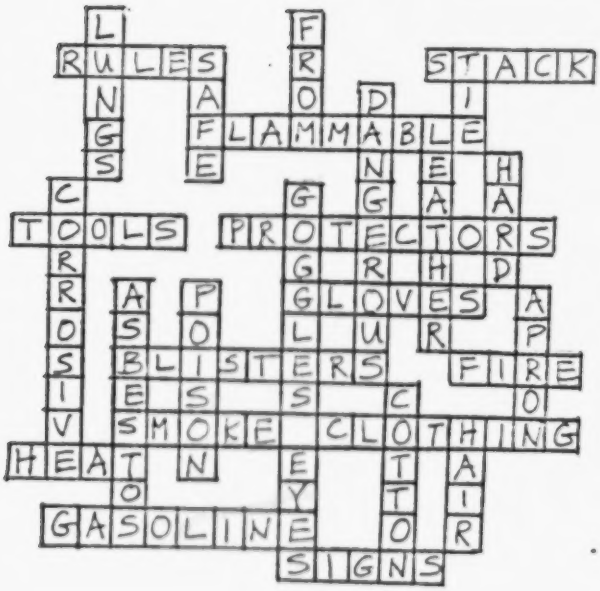
Job Interviews



Rules and Policies at Work

ANSWER KEYS

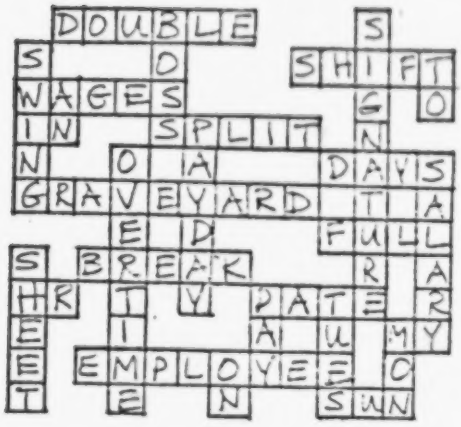
Job Safety



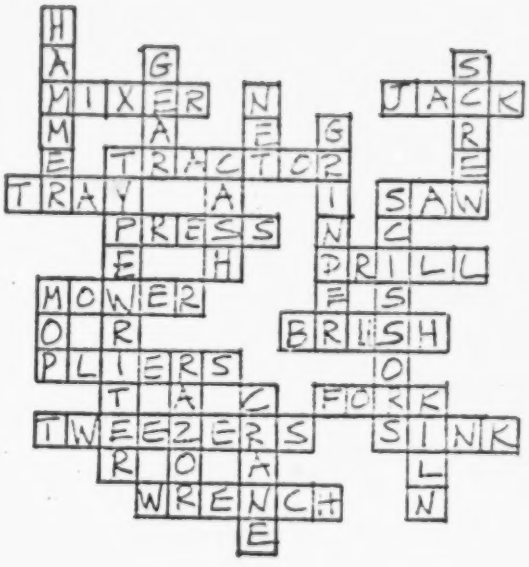
Getting Along at Work

ANSWER KEYS

Work Schedules



Tools and Equipment



ANSWER KEYS

Payroll Deductions and Job Benefits